

Title: Distance Delivery of Registered Dietitian Services and Follow-up Non High-Risk Nutrition Education

Purpose

To reduce the barrier created by Montana's large geographic size and small population while still providing quality nutrition services for all participants.

Authority

7 CFR 246.11

Policy

High-risk WIC participants may be provided Registered Dietitian services via alternate technology when travel distance is prohibitive for either person.

When appropriate, non high-risk follow-up nutrition education may be delivered by an alternate method for low-risk participants, identified high-risk participants whose issue is resolved or high-risk participants who have a care plan with the RD specifying this.

Procedures

I. Registered Dietitian (RD) Services Delivered by Alternate Technology

- A. The lead local program will develop a plan outlining the delivery of RD services to high-risk participants addressing at least the following:
 - 1. Brief narrative description of how it will operate in the local agency
 - 2. Equipment used – clinic laptop, personal laptop, laptop microphone, phone, camera, etc.
 - 3. Software for web meetings – what program is being used, who will originate the meeting, the clinic or the RD if offsite.
 - 4. Method of providing referral notice to RD – how the RD will know to contact a participant to set up a web meeting.
 - 5. Access to M-SPIRIT – if the RD is not currently on staff or under contract, the security access is being requested.
 - 6. Documentation of visits – how this will be handled, especially if the RD is offsite.
- B. Initial or Interviewing contacts must be in a “face-to-face” manner, such as using a secure internet meeting function.
- C. Follow-up contacts with the RD may be made by secure internet meeting function or by telephone.

II. Follow-up Nutrition Education Contacts (Non High-risk Contacts) by Alternate Delivery Methods

- A. Non high-risk participants are:
 - 1. Priority 2, 4 and 5.
 - 2. Priority 1, 3 and 6 if the participant's nutrition risk codes are not listed in Policy 5-13 Designated Referrals for High-Risk WIC Participants for a referral to a Registered Dietitian.

3. Participants identified as high-risk (Policy 5-13) but who has completed their contacts with the Registered Dietitian and been returned to non high-risk contacts. This may occur when the high-risk nutrition risk code issue is under control or resolved.
- B. Alternate delivery methods such as DVDs, web-based lessons and other means completed outside of the WIC clinic may be used for non high-risk follow-up nutrition education contacts.
- C. The item or source used must be appropriate for WIC participants considering culture, language, and reading level of the participant and Montana WIC Program philosophies.
- D. The item must have an interactive component.
 1. Example #1: The item has interactive question and answer with reinforcement of correct responses. A certificate of completion prints or e-mails.
 2. Example #2: The item is completed and the participant phones the WIC clinic and discusses questions and answers with the staff. Staff reinforce correct responses.
- E. The topic must be appropriate for the goal of the participant.
- F. Once the nutrition education has been satisfactorily completed, benefits may be issued and if appropriate, mailed.

III. Documentation of Distance Delivery RD Services and Alternate Means of Nutrition Education Visits

- A. Documentation of details of all RD and nutrition education contacts must be maintained in the participant's file.
- B. Supporting documents of contacts, such as certificates of completion or written responses, must be scanned into the participant's file.

IV. Certification Contacts

- A. Certification contacts are to be face-to-face with the applicant/participant present.
- B. In extremely rare situations and with prior State Office approval, a certification contact may be held by an alternate means.